

Conducting Meetings Effectively

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Version: 1

Course Length: 1 day (6+ hours)

Audience: Students interested in learning about conducting meetings

Prerequisites: None

What's in *Conducting Meetings Effectively*:

Conducting quality meetings within an organization greatly increases productivity. Learn how to identify the benefits, types and misconceptions about meetings. The open, modular-style manual is designed for quick scanning in the classroom, and is filled with interactive exercises that will allow students to explore the complexities of Conducting Meetings.

Objectives:

- Learn how to plan, participate and close a meeting. Identify the benefits, types and misconceptions about meetings.
- Identify the types of meeting leaders and the characteristics of an effective meeting leader. Discover the process to follow when making decisions in a meeting, and explain how to identify and minimize groupthink in meetings.
- Identify the main causes of conflict and the ways to resolve conflict in meetings. Recognize the characteristics of a positive and negative climate and the steps to build a positive climate when communicating.
- Identify the ways to communicate clearly in a meeting, and the ways to enhance relationships with participants. Define the common barriers to listening effectively. Learn how to ask effective questions and the four types of questions that are helpful during a meeting.
- Identify the different ways nonverbal messages can be sent, and interpret nonverbal communication. Learn the steps to improve nonverbal communication.

Topic-Level Outline

Unit 1 : Fundamentals of conducting meetings

*Topic A: * The purpose of meetings*

- A-1: Benefits of a meeting
- A-2: Understanding types of meetings
- A-3: Identifying misconceptions about meetings

*Topic B: * Planning meetings*

- B-1: Creating an effective objective
- B-2: Scheduling a meeting
- B-3: Preparing an agenda and taking minutes
- B-4: Identifying types of minutes

*Topic C: * Participating in meetings*

- C-1: Managing the flow of a meeting
- C-2: Motivating a productive discussion
- C-3: Keeping a conversation focused

*Topic D: * Closing meetings*

- D-1: Closing a meeting
- D-2: Evaluating a meeting's effectiveness
- D-3: Taking an agreed-upon action
- D-4: Distributing minutes

Unit 2 : Managing meetings

*Topic A: * The role of leaders*

- A-1: Meeting leaders
- A-2: Understanding the role of a leader

*Topic B: * Decisions and ideas*

- B-1: Steps for making decisions
- B-2: Generating an option
- B-3: Identifying the best option
- B-4: Implementing an option

*Topic C: * Eliminating groupthink*

- C-1: Negative effects of groupthink
- C-2: Characteristics of groupthink
- C-3: Preventing groupthink

Unit 3 : Conflicts, climates, and difficult personalities

*Topic A: * Resolving conflicts*

- A-1: Resolving conflicts in a meeting
- A-2: Identifying difficult personality types

*Topic B: * Meeting climates*

- B-1: Characteristics of a positive climate
- B-2: Characteristics of a negative climate
- B-3: Building a positive climate

Unit 4 : Communicating as meeting leaders

*Topic A: * Communicating clearly*

- A-1: Communicating clearly

*Topic B: * Using effective language*

- B-1: Communicating assertively
- B-2: Communication styles to avoid
- B-3: Enhancing relationships with participants

Unit 5 : Listening effectively and asking questions

*Topic A: * Improving listening skills*

- A-1: Barriers to listening effectively
- A-2: Steps to become an active listener

*Topic B: * Asking effective questions*

- B-1: Types of questions

Unit 6 : Communicating nonverbally

*Topic A: * Nonverbal communication*

- A-1: Discussing nonverbal communication
- A-2: Communicating through body positions
- A-3: Communicating through voice qualities

*Topic B: * Interpreting nonverbal communication*

- B-1: Interpreting nonverbal communication